

# State of Colorado



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## DPA

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### **RESPONSES TO THE DIVISION OF INFORMATION TECHNOLOGIES (DoIT) EXTERNAL CUSTOMER SURVEY CONDUCTED MARCH 2004**

Following are the results of the Customer Survey distributed the week of March 7, 2004. All surveys were collected and compiled by Document Solutions Group, a unit of the Division of Central Services.

99 surveys out of 246 were returned to DSG for tabulation which is about a 40% return rate. Customers were asked to rate a number of issues using a 5-point scale with 1 meaning *Does Not Meet Expectations*, 3 *meets expectations* and 5 meaning *Exceeds Expectations*.

We appreciate the time customers took to participate in the survey. We hope this process will help us do a better job throughout the Division.

The charts use the following key:

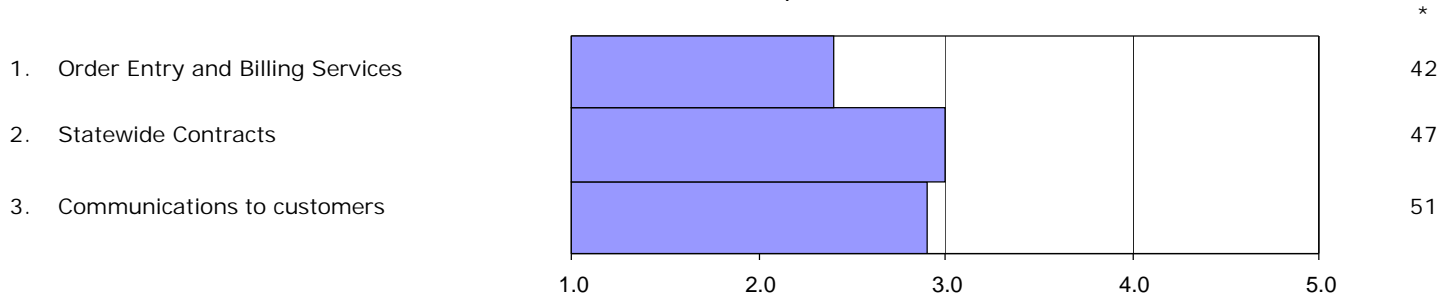
All	All Customers	DOR	Revenue
CDE	Education	DORA	Regulatory Agencies
CDHS	Human Services	DPA	Personnel and Administration
CDOT	Transportation	GA	General Assembly
CDPHE	Public Health and Environment	GO	Governor's Office
CDPS	Public Safety	HCPF	Health Care Policy and Financing
DNR	Natural Resources	LAW	Law
DOAg	Agriculture	LG	Local Government
DOC	Corrections	MVA	Military and Veterans Affairs
DOHE	Higher Education	OIT	Office of Innovation and Technology
DOLA	Local Affairs	SOS	State
DOLE	Labor and Employment	TY	Treasury

**RESPONSES TO THE DIVISION OF INFORMATION TECHNOLOGIES (DoIT)  
EXTERNAL CUSTOMER SURVEY  
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### General Support Services

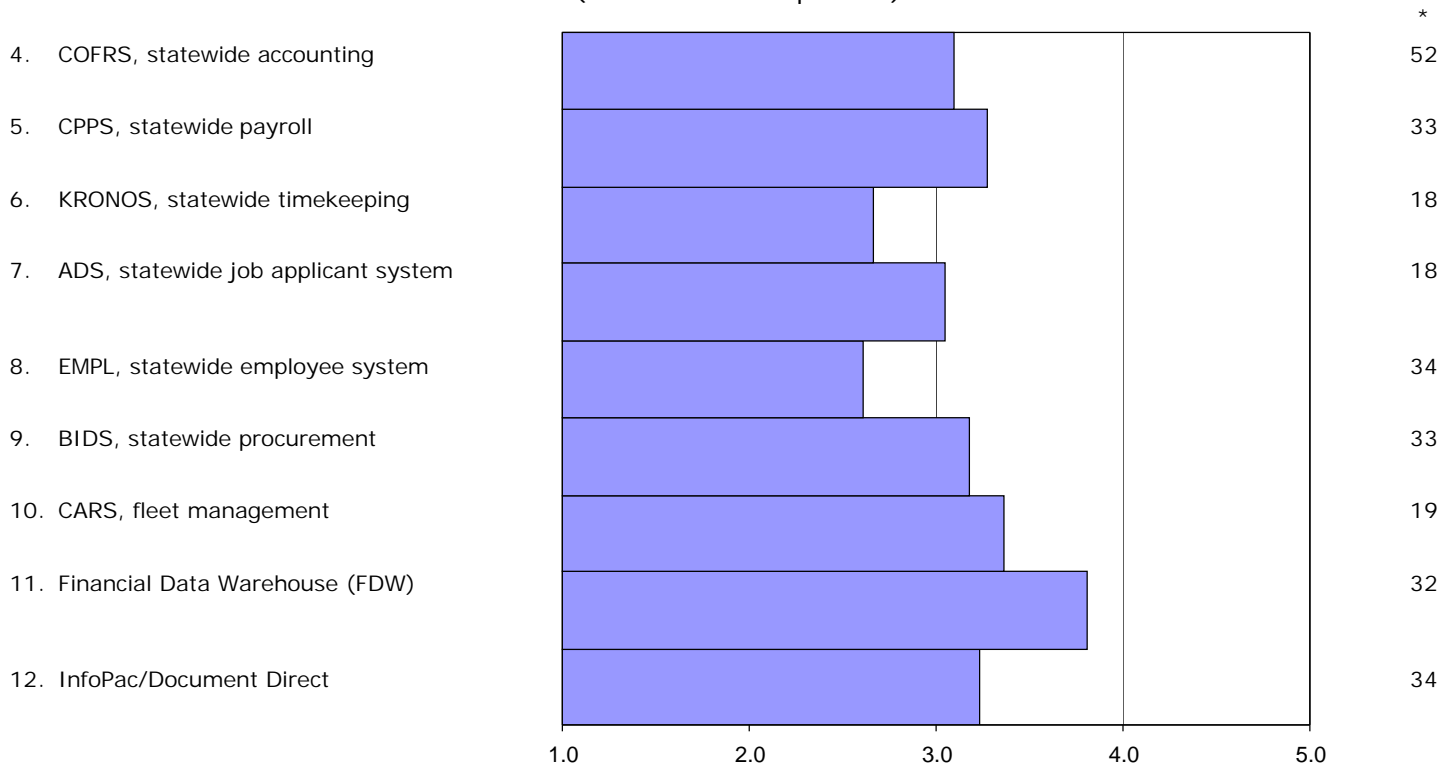
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses

### TMU Services

(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



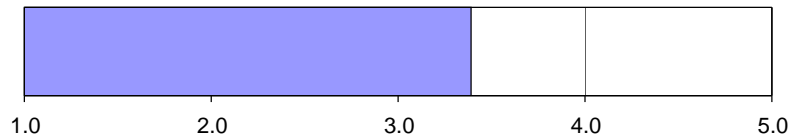
\* Number of Responses

### Archival Services & Records Retention

(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)

(Cumulative Responses)

13. Archival Services & Records Retention



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20

\* Number of Responses

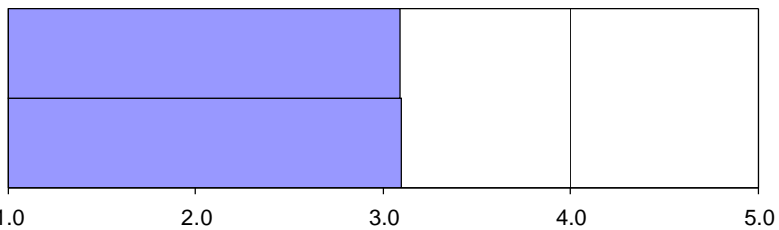
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)

### Communication Services

(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)

(Cumulative Responses)

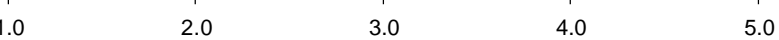
14. Microwave



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19

15. Digital Trunked Radio (DTR)

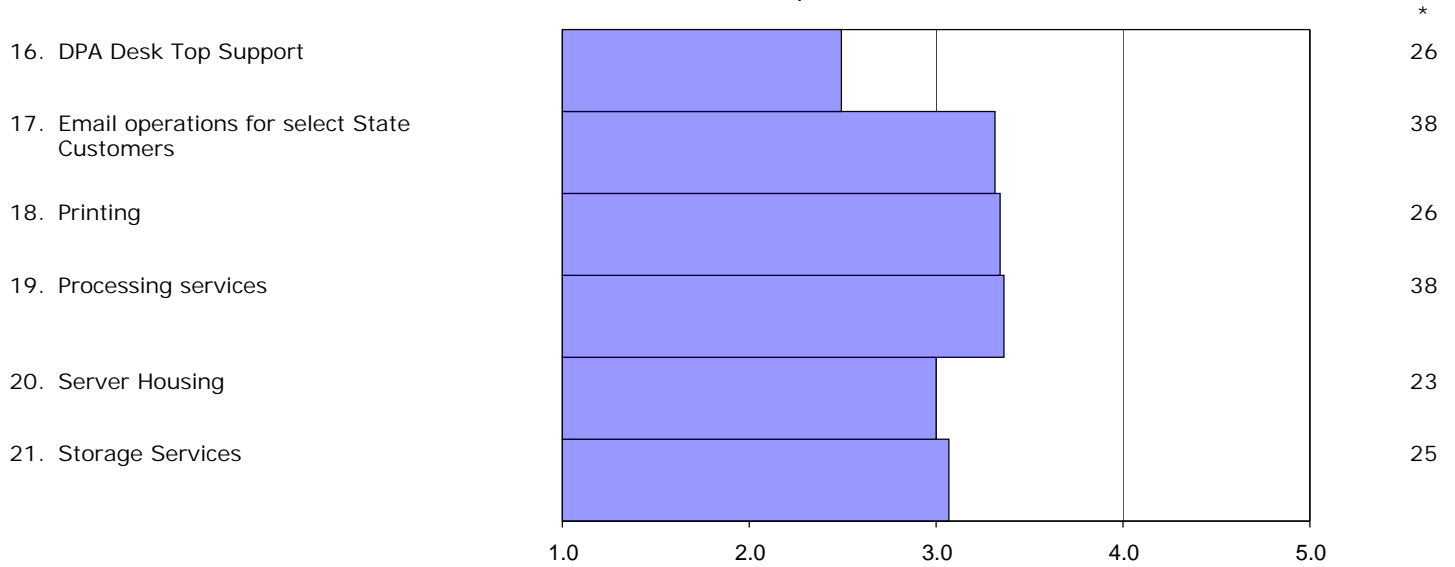


16

\* Number of Responses

### Data Center/ Computing Services

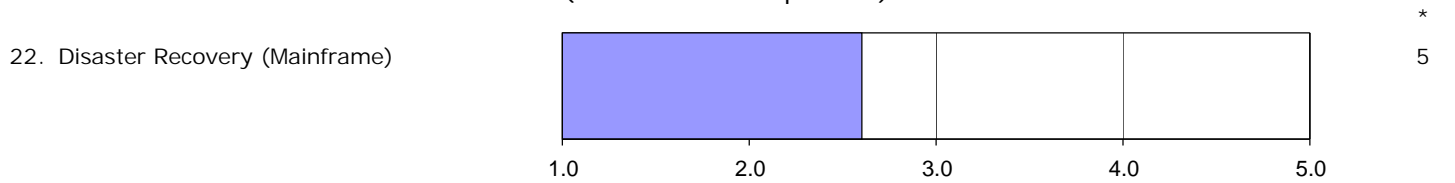
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses

### Disaster Recovery (Mainframe)

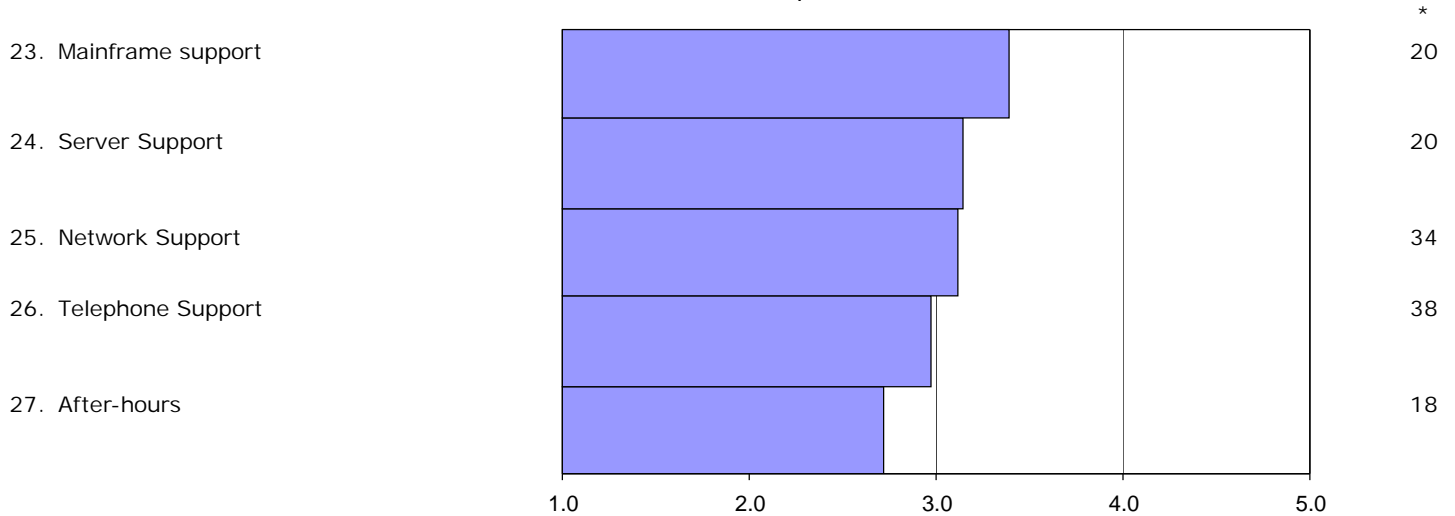
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses

### Service Center Operations

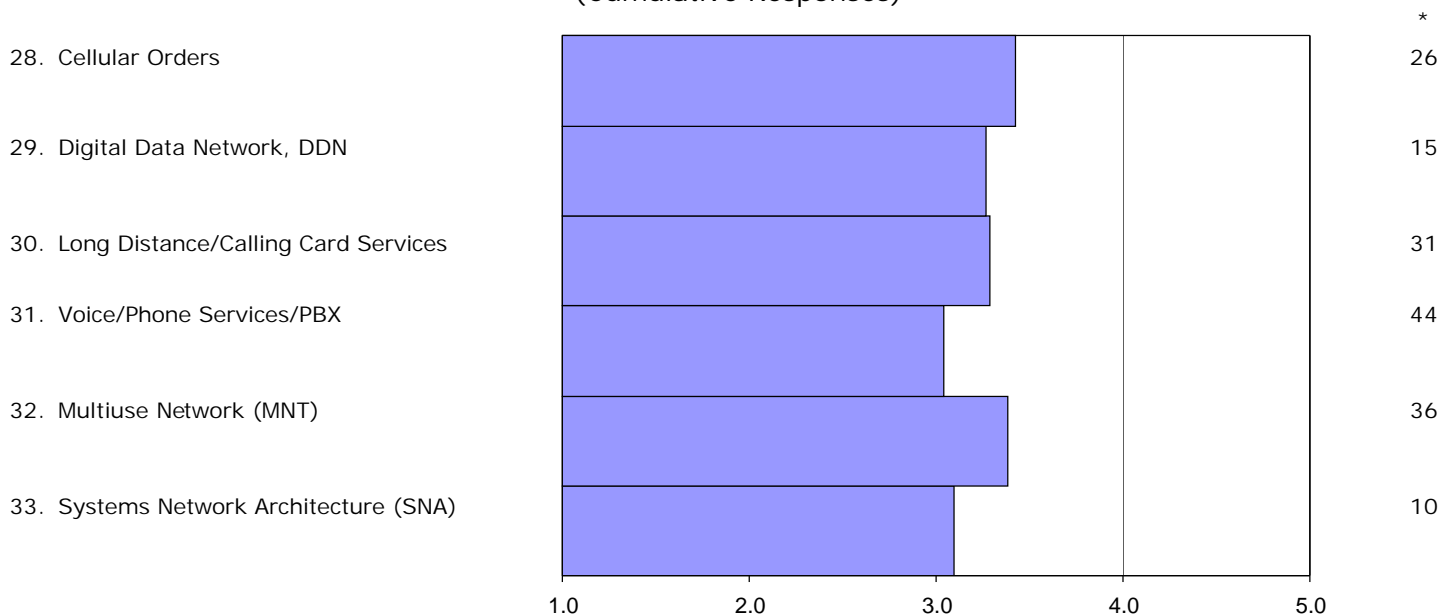
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses

### Network Services

(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)

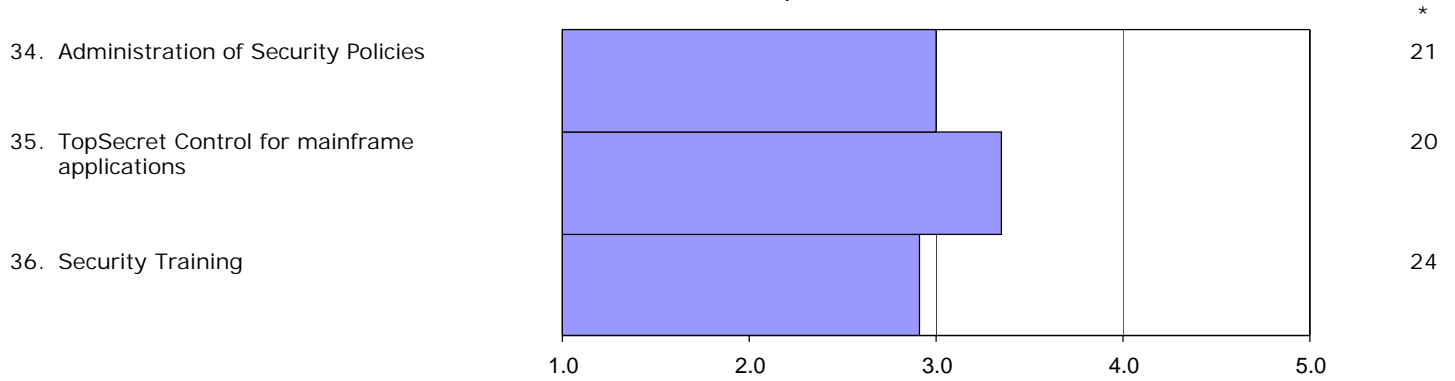


\* Number of Responses

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### Security Services

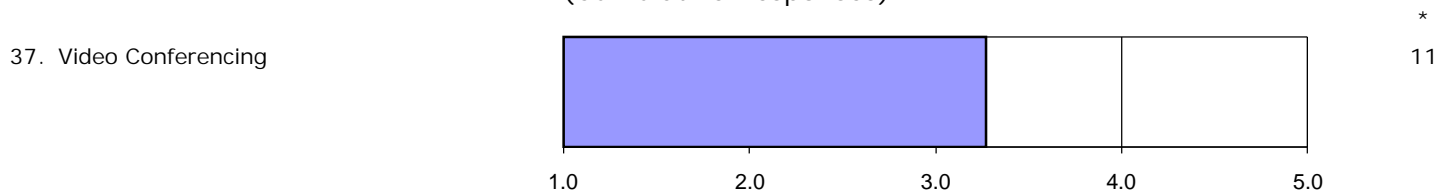
(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses

### Video Conferencing

(Ratings: 1=Does Not Meet Expectations 3=Meets Expectations 5=Exceeds Expectations)  
(Cumulative Responses)



\* Number of Responses